

Technology Solutions Specialist

Job Title:	Technology Solutions Specialist (TSS)
FLSA Status:	Exempt
Reporting Relationship:	Reports to Director of Information Technology
Attendance Requirement:	35 hours weekly
Salary Range:	\$31,422 to \$38,022

The successful candidate will assist in the implementation and support of desktop hardware and software applications for all city employees. The successful candidate will assist in the evaluation of new end user computing packages and equipment as well as in the implementation and testing of prototypes and end user software productivity tools. Hardware and software proficiency is required as well as effective communication with team members, end-users and management. On-Call support is required.

Responsibilities

- Assists clients with technical support; acts as first level of support for help desk
- The installation, configuration, troubleshooting, and maintenance of desktop software and hardware
- Installation, setup and upgrading of Windows OS and device drivers (WDS server, print server)
- Perform upgrades of PCs and servers with related application software when required
- Provide technical support for network, email, and internet troubleshooting to other staff
- Inform change control with information regarding software upgrades and changes
- Provide prompt and courteous service to all end users and peers
- Maintain and publish documentation on relevant projects and tasks and trouble tickets

Skills and Knowledge

- Strong background with Windows Operating Systems
- Strong background with Microsoft Office Products
- Ability to manage multiple priorities, projects and deadlines
- Strong written and verbal communication skills with attention to detail in all facets of work
- Knowledge of computer networking, security and virus eradication
- Strong troubleshooting skills and ability to follow logical, sequential steps to trouble isolation/remediation
- Excellent team-oriented interpersonal skills
- Desire to grow in knowledge and experience as well as a willingness to share knowledge with team members and end-users.
- Citrix and other terminal services support ability is beneficial
- Audio and video capture, editing and storage experience is beneficial

Experience

- Associate's or Bachelor's degree in a technical area is highly desirable; equivalent experience is acceptable
- Working knowledge of Windows operating systems, MS Office product suite, Visio, Microsoft Exchange, web browsers and open source software
- Citrix and other RDP package experience is beneficial
- Prior helpdesk experience and remote support experience is beneficial
- Application or end-user training experience is beneficial
- Microsoft, A+, Network+ and Cisco certifications are beneficial

Working Relationships

- Reports to Director of Technology
- Courteous, positive attitude toward all requests and problem reports of end users
- Will require on-call, after-hours and weekend support of users

Physical Effort and Work Environment:

Work is generally performed in a standard office environment, but may entail site visits both outdoors and indoors in various equipment locations within buildings to assist with projects.

Physical demands commonly associated with this position are:

- Daily use of computer (keyboarding) and office telephony equipment is required.
- While this position commonly entails 50-80% sitting and the remaining time standing or walking.
- Following physical demands could be associated with this position:
 - Lifting or carrying up to 50 pounds (i.e. PC or various network equipment and or tools).
 - Pushing or pulling up to 100 pounds (i.e. on a cart or pallet).
 - Stooping, kneeling, crouching, climbing, or reaching (i.e. cabling and for installation of various computer equipment).
 - Use of traditional computer data entry and interface devices, such as keyboards, and mice
 - Video display equipment.